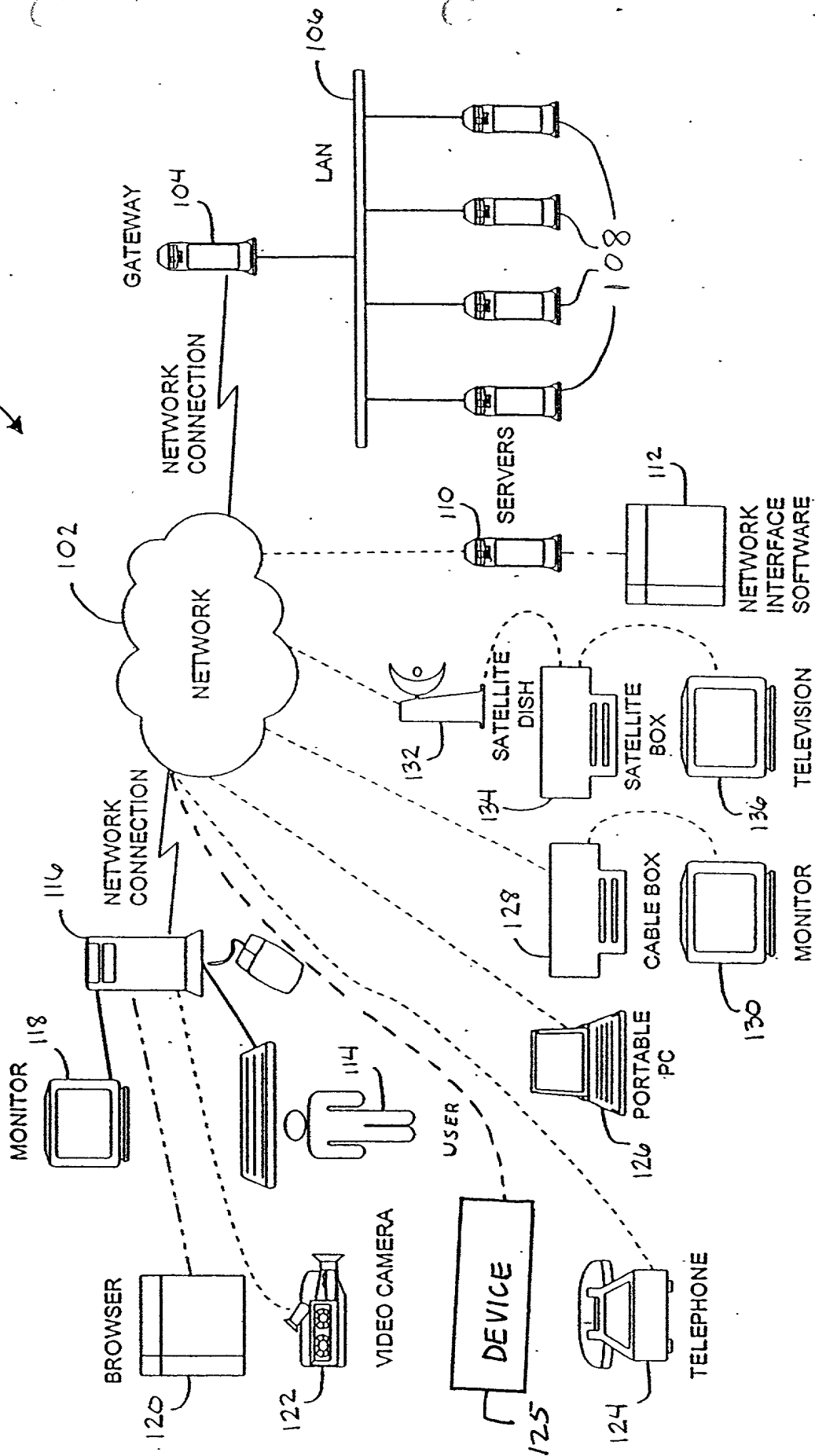


NETWORK CONFIGURATION

FIG. 1

100



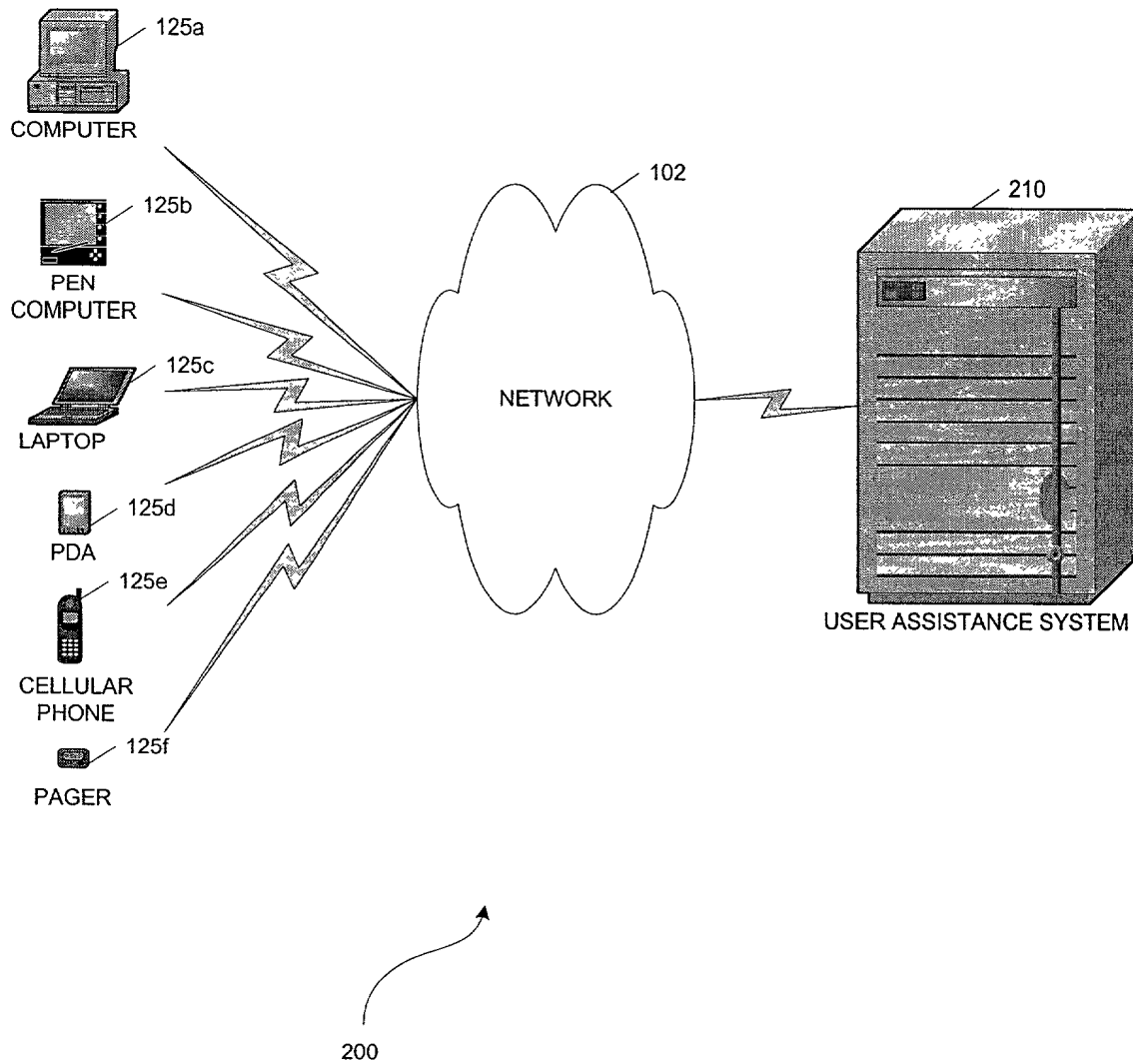


FIG. 2

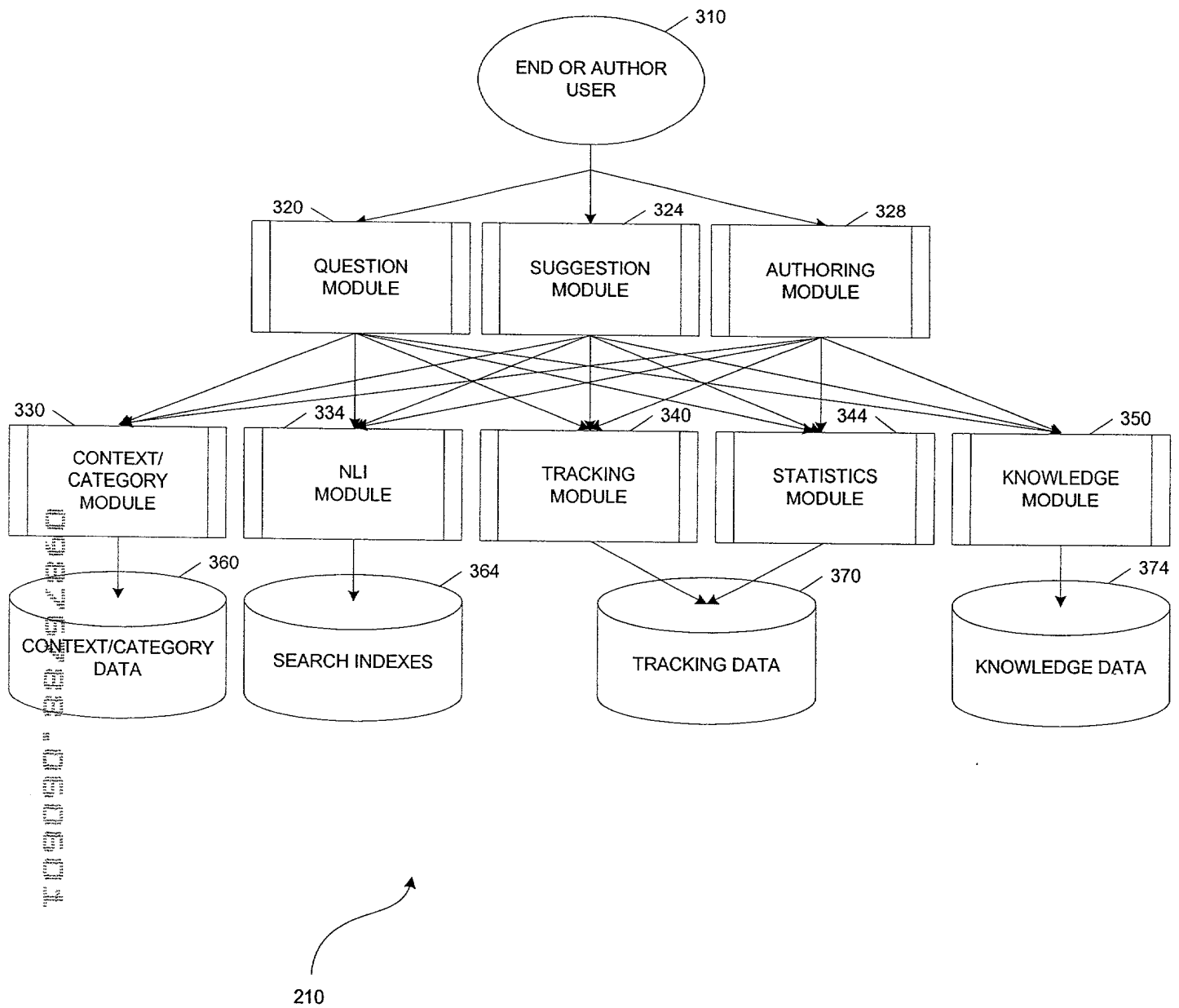


FIG. 3

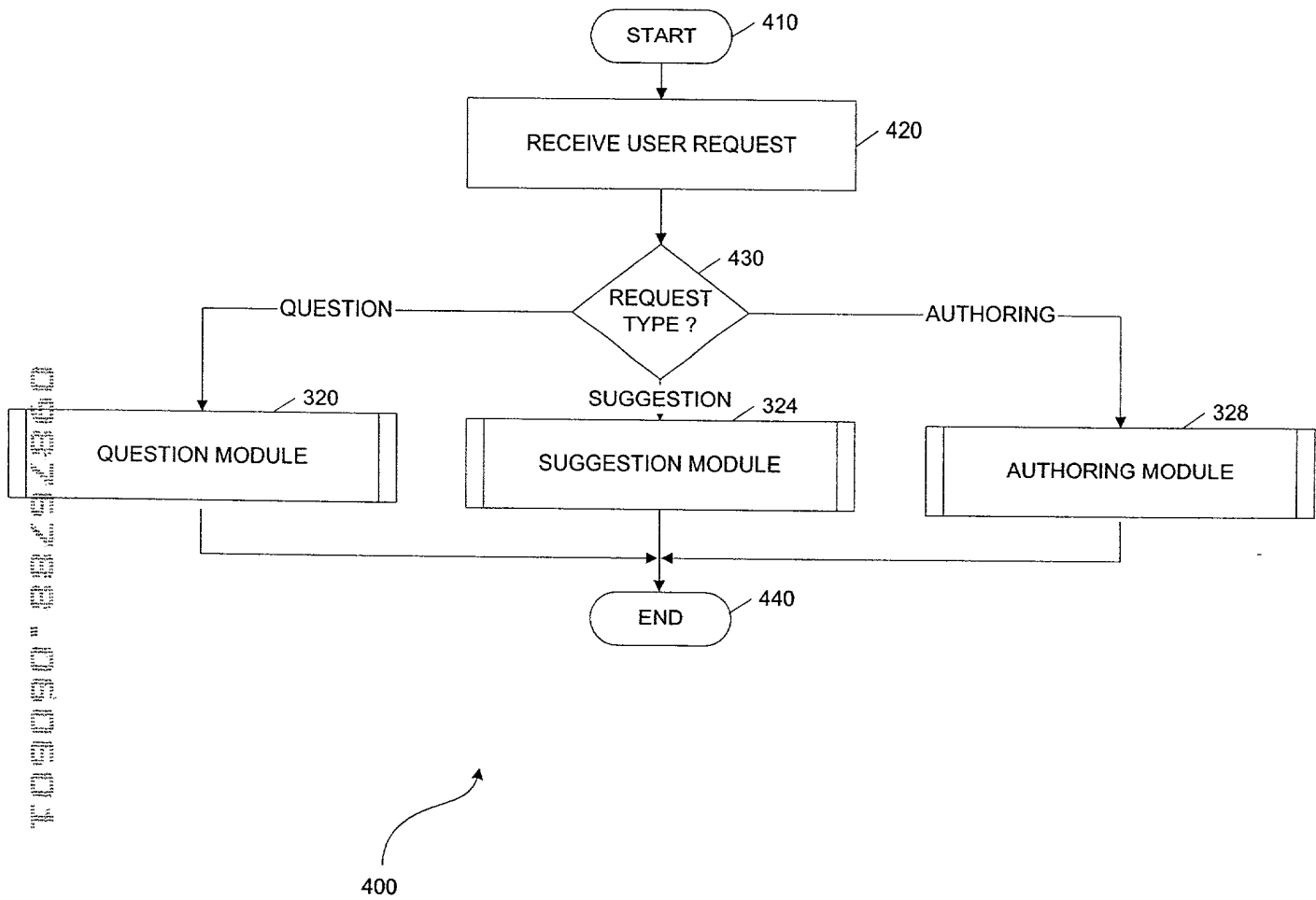


FIG. 4

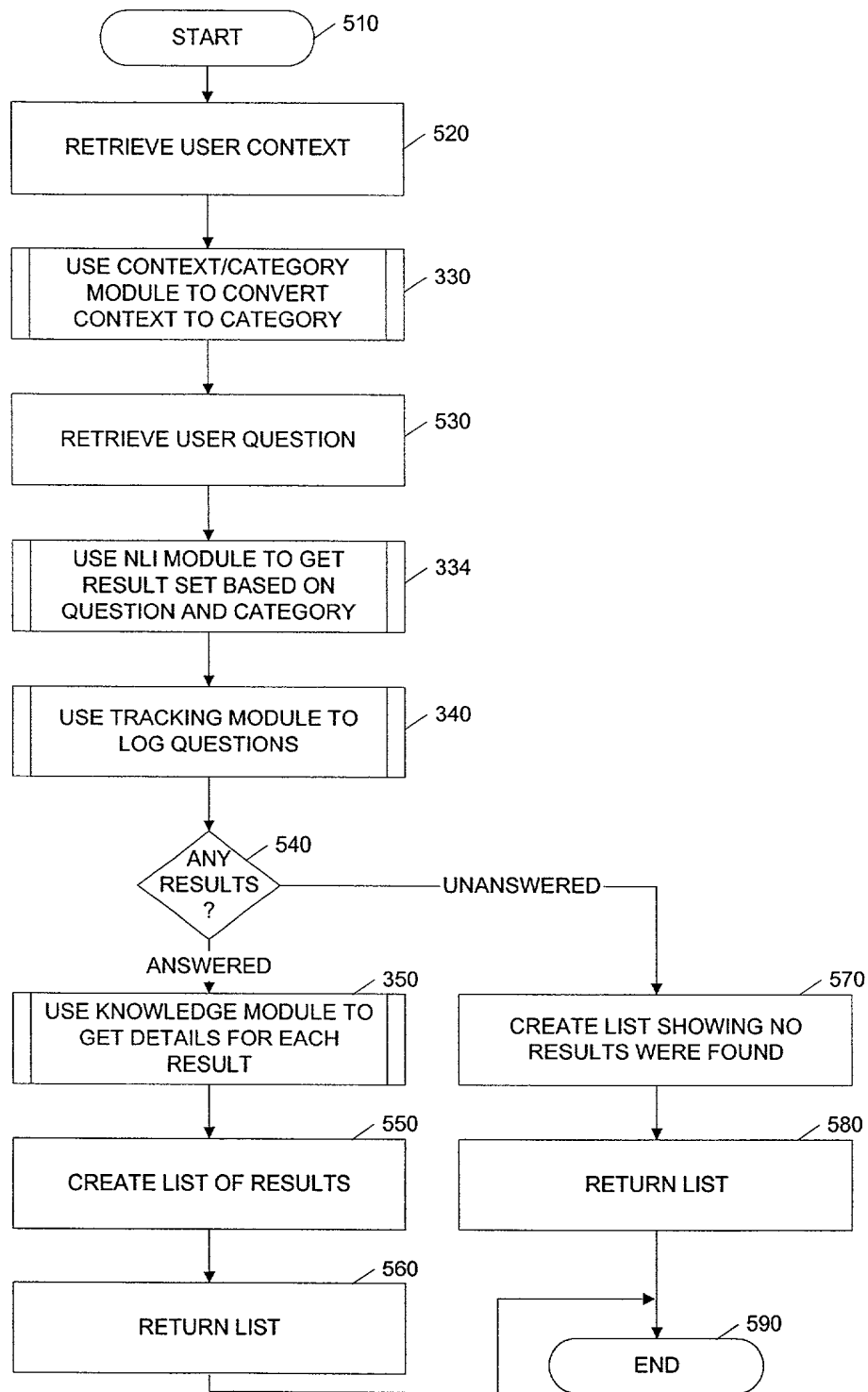


FIG. 5

320

109990" 38292860

FIG. 6

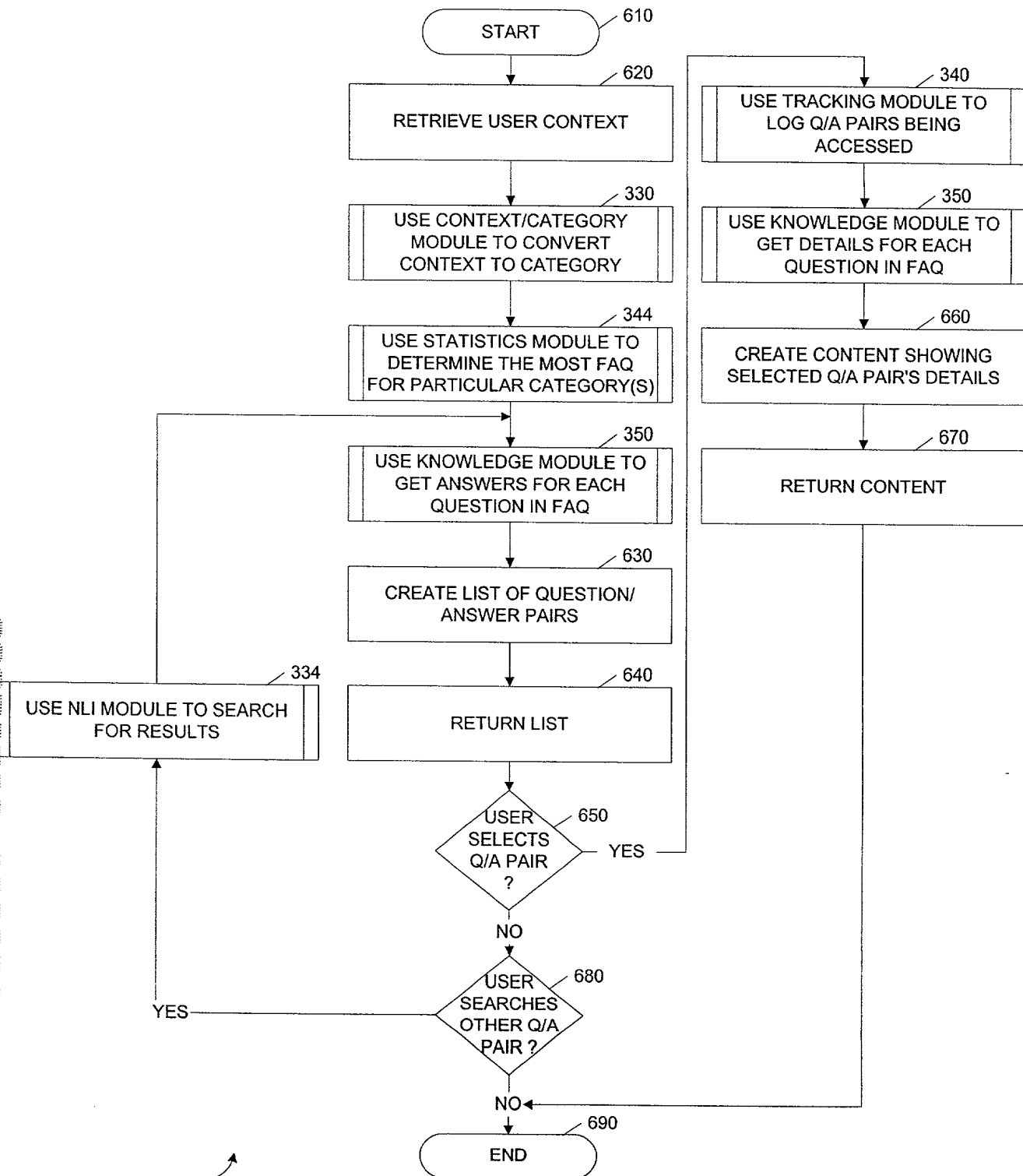


FIG. 6

324

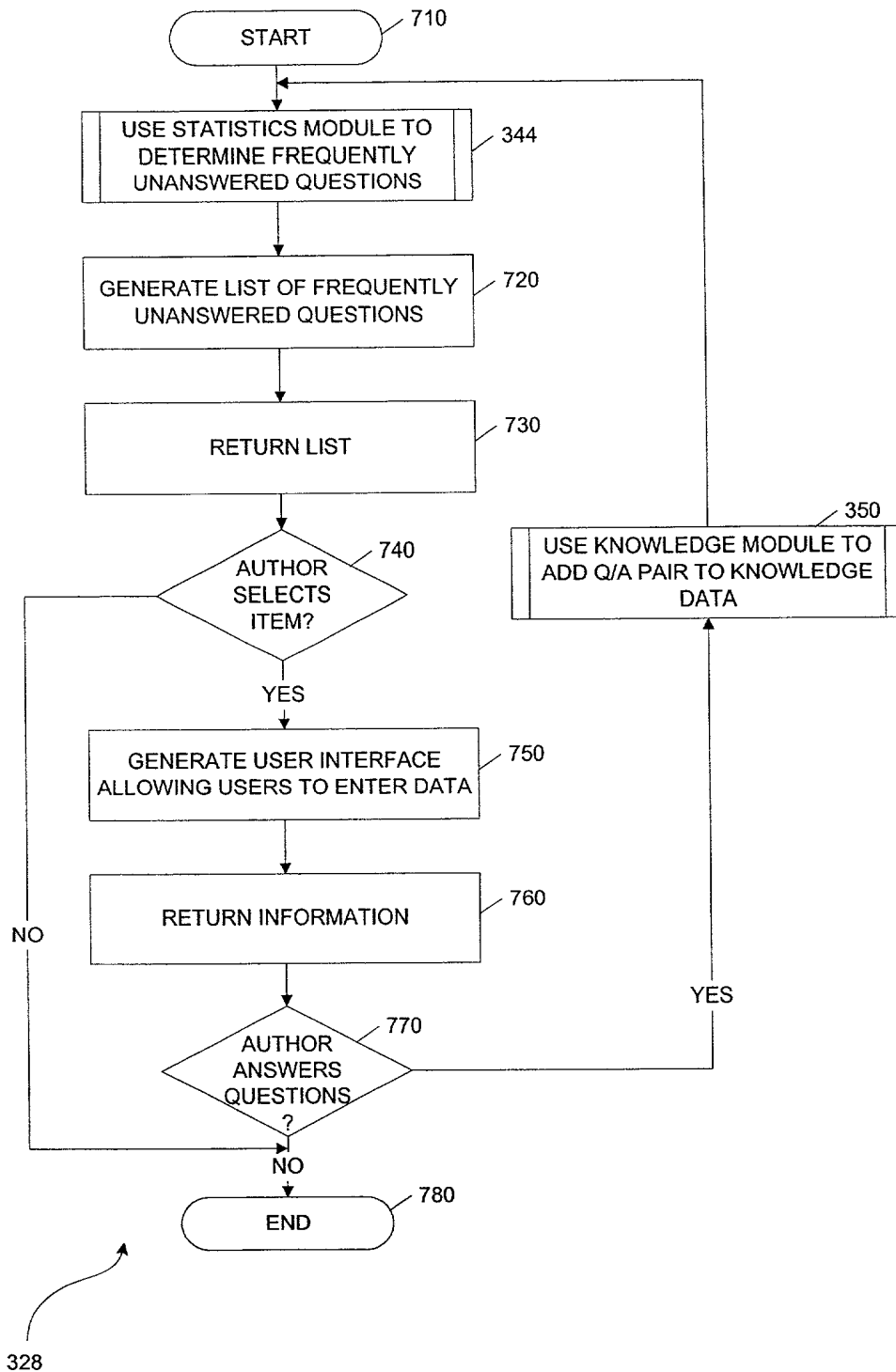


FIG. 7

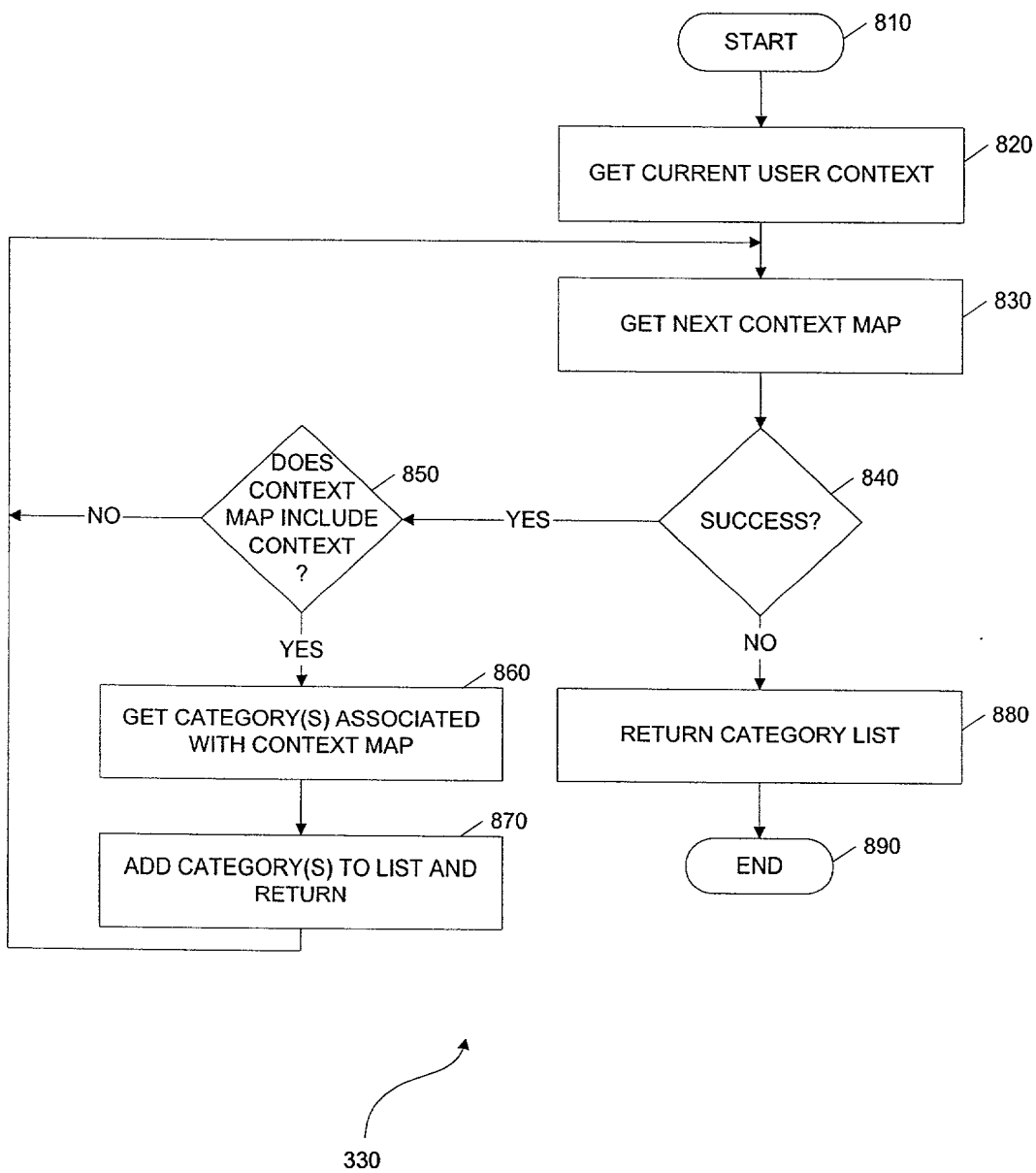


FIG. 8

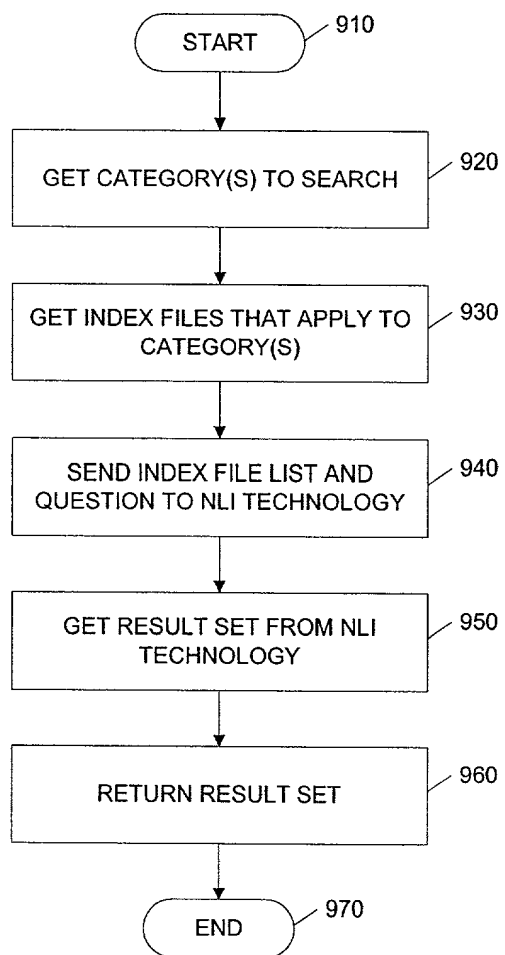


FIG. 9

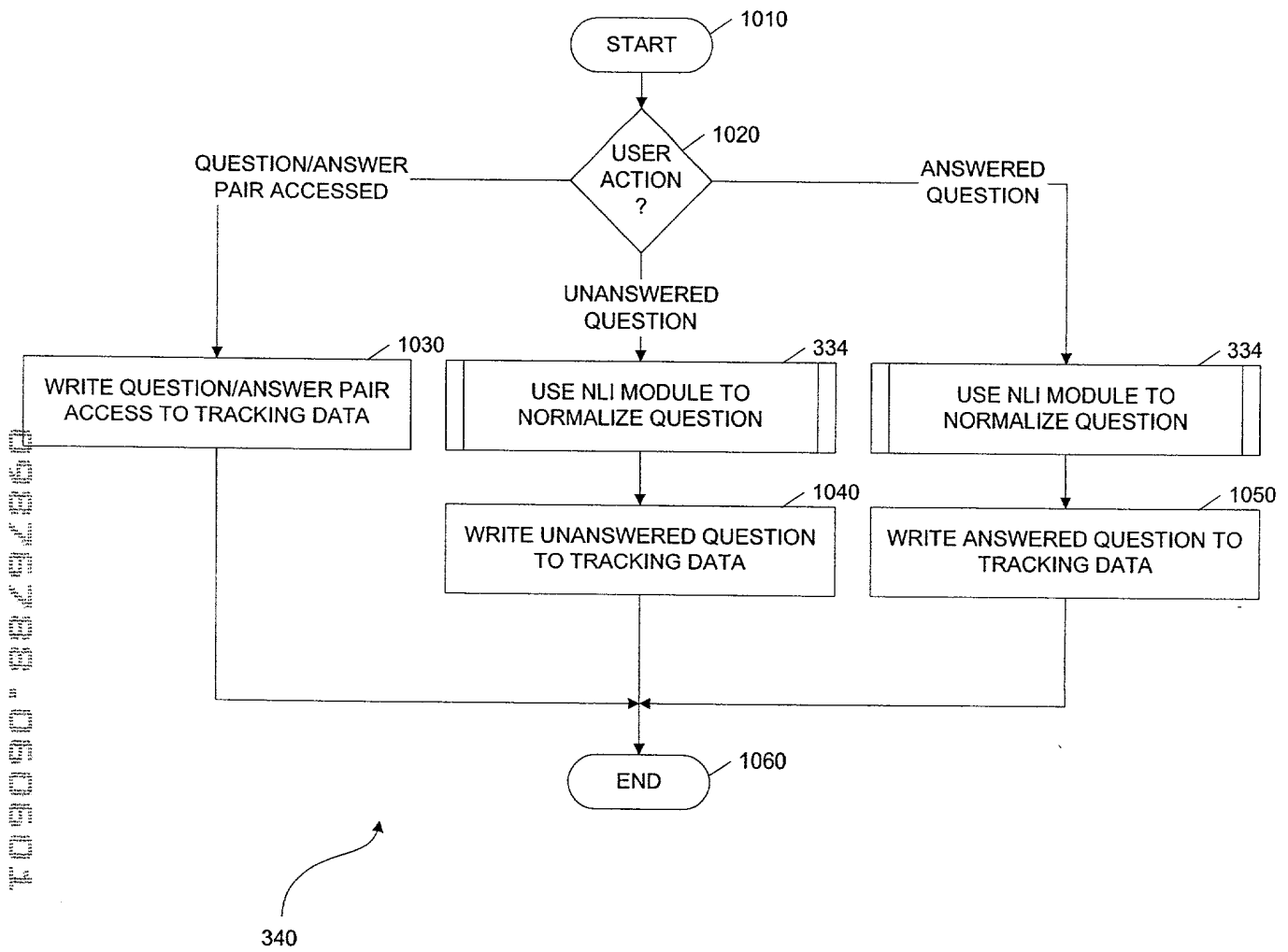


FIG. 10

```

graph TD
    1110([START]) --> 1120{QUERY TYPE ?}
    1120 -- "MOST FREQUENTLY ASKED QUESTIONS" --> 1130[RETRIEVE CATEGORY THAT THE STATISTICS ARE BEING ASKED FOR]
    1120 -- "MOST FREQUENTLY UNANSWERED QUESTIONS" --> 1180[QUERY TRACKING DATA]
    1130 --> 1140[QUERY TRACKING DATA]
    1140 --> 1150[RETRIEVE THE NUMBER OF ITEMS THAT SHOULD BE RETURNED]
    1150 --> 1160[SELECT THE TOP 'N' ITEMS FROM THE LIST]
    1160 --> 1170[RETURN LIST]
    1170 --> 1190([END])
    1180 --> 1190

```

FIG. 11

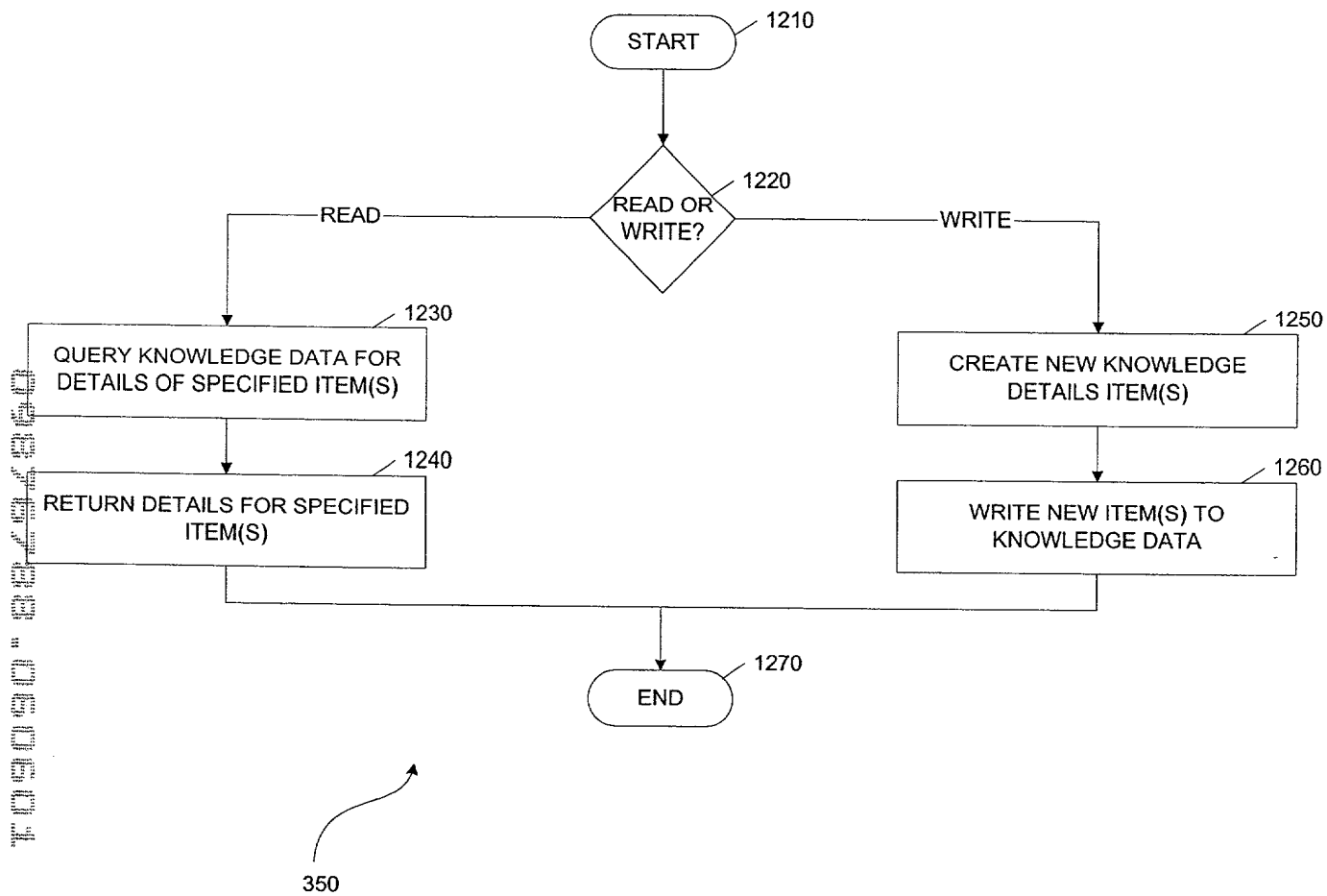


FIG. 12

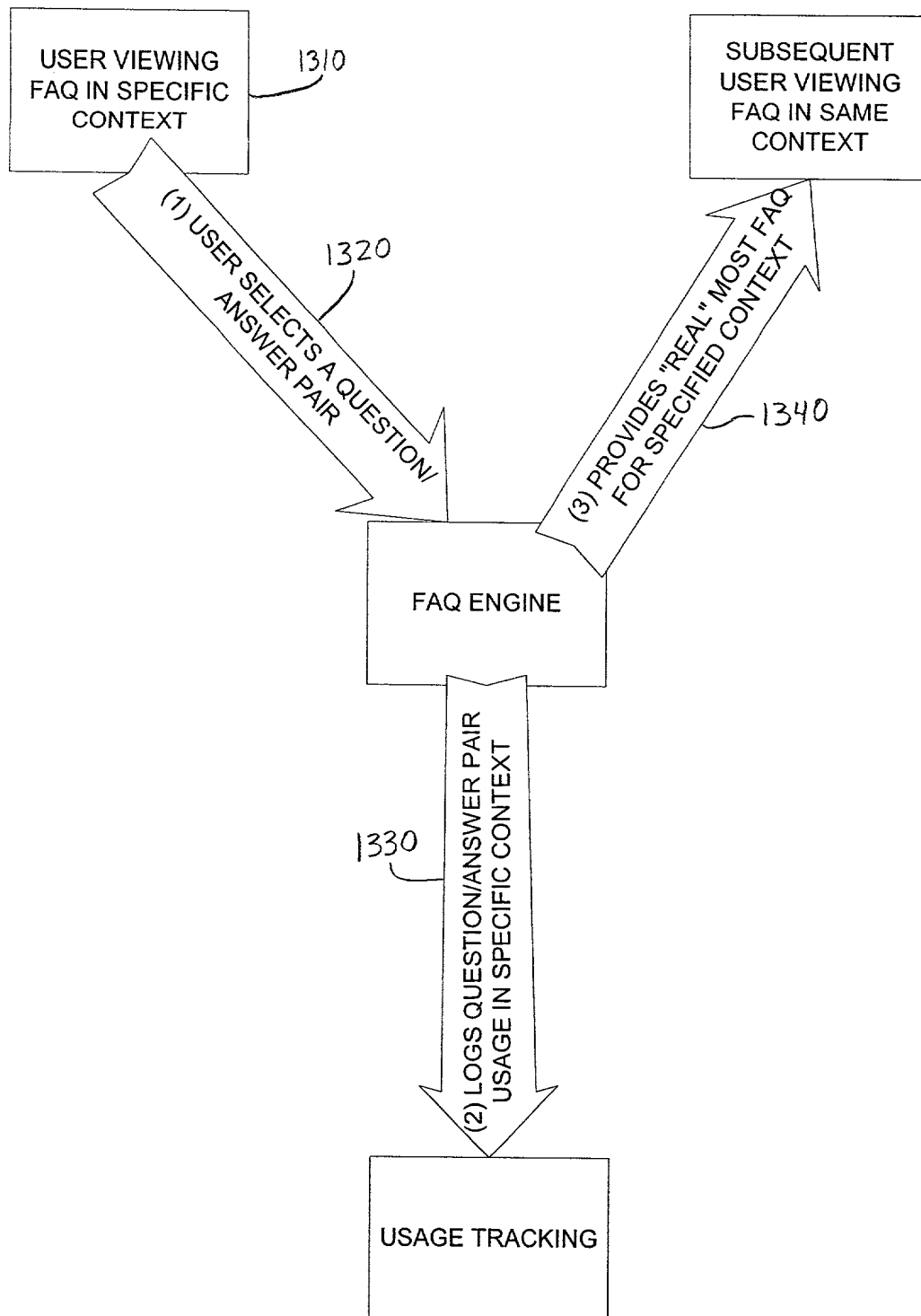


FIG. 13

```
graph TD; A[FIRST USER TO ASK A QUESTION THAT DOES NOT GET ANSWERED] -- "(1) ASKS QUESTION 1410" --> C[QUESTION ENGINE]; C -- "(6) ASKS QUESTION 1460" --> B[SUBSEQUENT USER TO ASK A QUESTION WHO GETS THE ANSWER]; B -- "(5) PROVIDES ANSWER FOR QUESTION 1450" --> D[KNOWLEDGEBASE]; D -- "(4) ENTERS ANSWER FOR QUESTION 1440" --> E[KNOWLEDGE SOURCE (i.e. COMPANY EMPLOYEE)]; E -- "(3) PROMPTS FOR ANSWER 1430" --> F[USAGE TRACKING]; F -- "(2) LOGS UNANSWERED QUESTION 1420" --> C;
```

The flowchart illustrates a process for handling questions that are not initially answered. It begins with a box labeled "FIRST USER TO ASK A QUESTION THAT DOES NOT GET ANSWERED". An arrow labeled "(1) ASKS QUESTION" with the handwritten number "1410" points to a central box labeled "QUESTION ENGINE". From the "QUESTION ENGINE", an arrow labeled "(6) ASKS QUESTION" with the handwritten number "1460" points to a box labeled "SUBSEQUENT USER TO ASK A QUESTION WHO GETS THE ANSWER". From this box, an arrow labeled "(5) PROVIDES ANSWER FOR QUESTION" with the handwritten number "1450" points to a box labeled "KNOWLEDGEBASE". From the "KNOWLEDGEBASE", an arrow labeled "(4) ENTERS ANSWER FOR QUESTION" with the handwritten number "1440" points to a box labeled "KNOWLEDGE SOURCE (i.e. COMPANY EMPLOYEE)". From the "KNOWLEDGE SOURCE", an arrow labeled "(3) PROMPTS FOR ANSWER" with the handwritten number "1430" points to a box labeled "USAGE TRACKING". Finally, an arrow labeled "(2) LOGS UNANSWERED QUESTION" with the handwritten number "1420" points from "USAGE TRACKING" back to the "QUESTION ENGINE", completing the cycle.

1400 ↗

FIG. 14